

## ANIMAL CONTROL

### Service Description

Animal Control enforces City of Eugene animal control ordinances and provides emergency shelter, lost pet, and adoption services for dogs. The City of Eugene Spay and Neuter Clinic provides spay/neuter and vaccination services for cats and dogs.

The City of Eugene contracts with Lane County Animal Regulation Authority (LCARA) for enforcement, shelter, and adoption services. Services include field animal control five days a week with emergency pager service seven days a week. Enforcement covers all animal control regulations except for non-essential patrols and anonymous complaints. The kennel is open to the public five afternoons a week. Key services provided by LCARA include:

- Dog licensing
- Make every attempt to ensure animal related public safety and health for the citizens of Eugene
- Enforcement of animal care, animal control laws and statutes, i.e. leash law, potentially dangerous dog, noise (excessive or repetitive barking dogs), animal abuse, and all other animal control ordinances.
- Animal abuse/neglect investigations and prosecutions in non-criminal cases.
- Capture, impound, prosecute and monitor vicious and potentially dangerous dogs.
- Emergency assistance to injured animals
- Assistance to Eugene Police with dog violations, dog impounds from arrests, search and seizure warrants, and response to EPD requests 24/7.
- Provide shelter operations
- Emergency response to animals in traffic, and trapping and confinement of stray dogs
- Public relations calls to address neighborhood disputes
- Public information and awareness sessions in local schools and civic organizations
- Full owner search and contact for return of licensed dogs
- Adoption service for dogs

The City of Eugene also directly operates the low cost spay/neuter clinic. The spay/neuter clinic has been a successful prevention strategy in helping to control Eugene's overall pet population. In addition to operating at full capacity for spay/neuter surgeries the clinic offers basic health vaccinations for dogs and cats.

The total FY04 budget for both aspects of the animal control service is \$819,089. This amount includes \$503,078 for the animal regulation contract

and \$316,011 for 3.5 FTE and other costs to operate the spay/neuter clinic. The FY04 revenue budget for the spay and neuter clinic is \$347,211.

### Historic Perspective

- 1876 First mention of animal control in the 1876 City Charter.
- 1978 A multi-agency approach to animal control (Tri-Agency Dog Control) is formed by Lane County and the cities of Eugene and Springfield.
- 1980 Spay Neuter Clinic is formed by the City of Eugene.
- 1983 Springfield ends its participation in Tri-Agency; Tri-Agency is dissolved and Bi-Agency Animal Control (later Lane County Animal Regulation Authority) begins.
- 1992 Eugene Decisions eliminates one City-supported animal control officer position. Remainder of animal control contract and the spay/neuter clinic is retained.
- 1994 Lane County ends cattery support; City of Eugene continues support of cattery for City residents only.
- 1995 Door-to-door canvassing of homes for license sales is begun. License mailer through EWEB billings results in 1,000 new licenses or renewals.
- 1996 Due to budget constraints, door-to-door canvassing is ended.
- 1996 City support of cattery is eliminated to fund the Rapid Deployment Unit of the Department of Public Safety.
- 1997 Through operational changes, the cattery services are restored for both the City and the County.
- 2003 Due to budget constraints the City does not fund the cattery and it is closed.

### Citizen Involvement

The Lane County Animal Regulation Advisory Task Force issued a report of findings and recommendations regarding animal control and spay and neuter services in November, 2003.

### Customer Input

The spay/neuter clinic conducts an annual survey of customers to determine the level of satisfaction with their service. Citizen concerns and questions regarding animal control services are responded to by LCARA and clinic staff, the City's Public Service Officer, and the Central Services Department of the City.

### Mission

The mission of animal control is to control the dog and cat population within Eugene city limits to ensure a safe community environment.

## **Outcomes**

- Manage dog behavior within the city limits.
- Keep the dog and cat population under control.
- Prevent community health problems.
- Avoid human injury from animal bites.
- Minimize traffic safety hazards caused by loose pets.
- Prevent animal abuse.

## **Operating Principles**

- We strive to alter the habits of pet owners through education.
- Prevention of litters of unwanted animals is a forward-looking approach to community safety and animal control.
- Enforcement as a tool for altering behavior is used in situations where alternative approaches will not yield results.
- We believe cats, dogs, and humans have a right to a healthy environment.
- Spay/neuter services are offered at low end of market rates to assist low income pet owners in having pets spayed/neutered.
- We provide humane and progressive care for the animals in our custody.
- We provide a unified and harmonious working environment.

## **Current Operating Environment**

### External Trends

#### **Increasing Pet Population**

High intake numbers at the LCARA kennel and cattery and Greenhill Animal Shelter, as well as the success of high-volume pet supply stores in the area, suggest continuing growth in pet ownership. This population increase will require a greater service response capability.

#### **Funding Constraints**

All levels of government are experiencing funding pressures. This results in increased pressure to reduce animal control funding. As a result of budget reductions in FY04, Council directed a reduction of animal control services as follows: Eliminate cattery services for City of Eugene residents.

#### **Ordinance Support**

There is resistance to some of the city animal control ordinances. Only 22% of dogs within the City limits are licensed. Different points of view continue to be expressed regarding the City's leash law requirement and limit laws. Many citizens are also not aware of the City's ordinances concerning barking dogs. This resistance translates into a substantial caseload of animal control violations.

## **Service Demand**

The most often requested animal control services concern dogs off-leash, stray dogs, and barking complaints. The community is also experiencing a continuing incidence of stray cat colonies. Demand for animal control services continues to increase unabated.

### Internal Conditions

#### **Staff Turnover and Capable Staff**

In FY03, both LCARA and the spay/neuter clinic experienced low turnover rates in animal control officer, veterinarian, and animal technician positions. A well-trained and able staff delivers the services. This capability enhances the quality of service received by the public.

#### **Technology Upgrades**

Vaccination records were automated at the spay/neuter clinic in FY04. Continued efforts to enhance the way in which service is provided are needed.

#### **Few Risk Claims**

The number of risk claims due to loss of animals under anesthesia is low. This is possible because of the spay/neuter clinic's high rate of recovery for dogs and cats undergoing spay/neuter surgeries. This track record is one that the clinic will want to strive to maintain.

## **Performance Measures**

### **Core Processes**

#### **Enforce Animal Control Ordinances:**

- Average response time to emergency and non-emergency complaints.
- Number of dogs licensed in the City
- Number of reported dog bites annually

#### **Provide Emergency Shelter Services:**

- Percent of total dogs admitted to the shelter that are adopted.
- Percent of total dogs admitted to the shelter that are returned to their owners.

#### **Provide Selected Health Care Services:**

- Percent of surgeries that produce claims in which the City is found to be liable.

### **Total System**

#### **Effectiveness**

- Number of reports of human rabies to Lane County Health Department per year.

#### **Efficiency**

- Total surgeries performed per year per full time equivalent surgical staff.

#### **Financial**

- Percent of total spay/neuter clinic service budget offset by revenue.
- Percent of City's contract with LCARA offset by dog licence revenue.

#### **Customer Satisfaction**

- Percent of customers who are satisfied or very satisfied with services provided.

### **Strategy 1: Maintain the public's compliance with "potential dangerous dog" restrictions.**

Objective: Continue to ensure that 95% of pet owners adhere to restrictions imposed as a result of receiving a "potential dangerous dog citation."

#### **Work Activities:**

- Conduct presentations about responsible pet ownership.
- Distribute printed materials to inform violators of follow-up requirements.
- Perform follow-up visits.

### **Strategy 2: Decrease the number of unwanted dogs and cats.**

Objective: Continue to operate the Spay/Neuter clinic at 95% of total capacity by performing greater than 3,490 surgeries per year.

#### **Work Activities:**

- Provide greater public information about low cost spay and neuter opportunities.
- Work with LCARA and the Greenhill Humane Society to find adoptive pet owners.
- Educate pet owners on the benefits of spaying or neutering pets.

## System Map

### FEEDBACK:

Repeat purchases  
Regular meetings and conversations  
Budget support

### SUPPLIERS:

Pet owners  
Citizens  
Vendors  
Lane County  
City of Eugene  
Labor market  
Professional sources  
Animal care groups

### INPUTS:

License applications  
Complaint calls  
Injured animals  
Ordinance violations  
Animal control vehicles  
Shelter facility  
Medical supplies  
Operating room  
Leased space  
Specialized labor  
Presentation of information

Enforce animal control ordinances

Provide emergency shelter and adoption services (kennel)

Provide selected health care services (Spay/Neuter Clinic)

### SUPPORTING PROCESSES:

Contracted veterinarian medical care  
State licensing & certification  
Care standard setting  
Staff training  
Health code compliance  
Information system management  
Budget management  
Provide animal care and control education

### FEEDBACK:

Complaints  
Repeat business  
Support letters  
Public testimony

### OUTPUTS:

Licenses  
Emergency medical assistance  
Temporary collars for potentially dangerous dogs  
Animal abuse investigations  
Impounded and captured dogs  
Citations  
Paid fines  
Emergency lodging  
Reclaimed dogs  
Adopted dogs  
Euthanasia, vaccinations  
Spay/neuter surgeries  
Health certificates  
Brochures, presentations, displays

### CUSTOMERS:

Pet owners  
Complainants  
Police officers  
Pet owners  
Potential pet owners

### STAKEHOLDERS:

City of Eugene  
Lane County Board of Commissioners  
Lane County Health Department  
Greenhill Humane Society  
Local veterinarians  
Animal advocate groups